

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: Georgia

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Process for Investigations of Complaints and Monitoring

The State has in effect the following process for investigating complaints of violations of requirements by nursing facilities and monitors onsite on a regular, as needed basis, a nursing facility's compliance with the requirements of subsection (b), (c), and (d) for the following reasons:

- (i) the facility has been found not to be in compliance with such requirements and is in the process of correcting deficiencies to achieve such compliance;
- (ii) the facility was previously found not to be in compliance with such requirements and has corrected deficiencies to achieve such compliance, and verification of continued compliance is indicated; or
- (iii) the State has reason to question the compliance of the facility with such requirements.

Complaints

All complaints are received by a centralized intake and referral unit and referred to the Long Term Care Section for investigations as appropriate.

Complaints alleging a serious threat to patient/resident health and safety will be investigated onsite. Using complaint procedures established in the Medicare/Medicaid State Operations Manual (SOM), allegations are investigated based on priority and, whenever feasible, are investigated in conjunction with the next scheduled survey visit.

A copy of the survey agency's complaint process can be found in the internal policy and procedure memorandums kept on file in the Department of Human Resources' Office of Regulatory Services.

Monitoring

Consistent with the criteria in (i), (ii), and (iii) above, the section 350-3-.06 of the Department's Rules and Regulations specifies the process by which the Department monitors facilities, as needed. (See Attachment 4.35-A, Pages 1m and 1n.)

In addition, the survey agency will, upon request or independently, monitor a facility on-site when there is reason to question continued compliance.

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